

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



September 4, 2008

CSSIN LETTER: 08-07

ALL IV-D DIRECTORS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL BOARDS OF SUPERVISORS

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

SUBJECT: Workers' Compensation – Implementation of the Electronic Adjudication Management System (EAMS)

This letter is to provide additional information as a follow-up to the E-blast issued July 18, 2008 regarding Workers' Compensation Third Party Vendor Contracts.

The Department of Industrial Relations' (DIR) implemented the new Electronic Adjudication Management System (EAMS) database effective August 25, 2008. EAMS is a computer based system that will simplify and improve the Division of Workers' Compensation (DWC) case management process to more efficiently resolve claims, improve the ability to schedule and manage court calendars, allow files to be shared between multiple users and transform paper files into secure electronic files. This process will reduce the need for physical storage space at local DWC district offices and the State Records Center.

For those local child support agencies (LCSAs) that contract with third party information brokers or software vendors, the following information is provided to assist in evaluating the cost effectiveness and/or business value of these contracts. LCSAs are encouraged to compare the data that they receive from the Department of Child Support Services (DCSS) reports with the data being provided by vendors.

INTERCEPT DATABASE (IDB) INTERFACE WITH EAMS

Prior to the implementation of EAMS, the DCSS' Intercept Database (IDB) received Workers' Compensation Match and Claim Adjudication information from DIR through the EDEX system. The DIR is currently in the process of transitioning all Workers' Compensation files to the new database. As a result, DCSS has not received updates regarding Workers' Compensation cases since August 11, 2008. DIR has advised that the regular file exchanges with the new EAMS database will commence August 29, 2008.

DCSS will receive claim information on all of DWCs open cases each week. New cases are added to IDB and an Application for Adjudication of Claim report is produced for the LCSA. Any existing case that is over one year old will be deleted from the database and subsequent reports. However, new cases will continue to be added. In addition to the Application for Adjudication of Claim report, IDB also generates a Workers' Compensation Match report. These reports may be accessed from the LCSA Secure Web-site at <https://counties.dcss.ca.gov> by clicking on the DCSS Data Retrieval/IDB/Reports hyperlinks. The reports contain information on support obligors submitted by the LCSAs matched against the EAMS data. Please refer to the attachment, "Application for Adjudication of Claim Report – Record Types" which provides the specific information contained on that report.

It is anticipated that the EAMS Workers' Compensation data match through IDB will be transitioned to the Child Support Enforcement (CSE) system in April, 2009. This will allow EAMS data to be updated directly into CSE and automatically task the case worker to take action as appropriate.

#### WORKERS' COMPENSATION LIEN FORMS

As a result of the EAMS implementation, new and/or revised forms have been provided by DWC for filing documents with the Workers' Compensation Appeals Board (WCAB). The EAMS forms have been made available for optional use pending the publication of final DWC regulations (Title 8 California Code of Regulations commencing with section 10210). It is anticipated that the DWC regulations will be finalized in October, 2008. After the final DWC regulations are published the LCSAs will be required to file the new EAMS forms.

Specifically, the Notice and Request for Allowance of Lien (DWC WCAB 6) will be revised and the new forms include a "Cover Sheet" (DWC-CA form 10232.1) and a "Document Separator Sheet" (DWC-CA form 10232.2). All lien documents filed with the WCAB must be submitted with a Cover Sheet in order for the lien data to be scanned into EAMS. If more than one lien is filed at the same time a Document Separator Sheet must be placed between each lien.

In addition, these new forms will include informational pages with specified codes necessary for scanning into EAMS. The informational pages are not to be filed with the lien documents. Lien forms must be printed single sided and should not be stapled, contain any post-it notes, or other items that could interfere with EAMS scanning.

The EAMS forms are designed by DWC to be compatible with Optical Character Recognition (OCR) software so that data from the forms may be scanned directly into the EAMS Workers' Compensation Claim files. DCSS has been advised that forms generated from CSE will be acceptable, so long as the form is designed in an "equivalent manner" to the official form. The EAMS forms have been included on a Change Request (CR-2-01453) for implementation into CSE. Additionally, DCSS continues to work the Business Partner, State Forms Developers, and DWC to ensure that the CSE forms will meet the EAMS OCR requirements.

Until the forms are made available in CSE, the forms may be accessed through a hyperlink on the LCSA Secure Web-site at <https://counties.dcss.ca.gov>.

If you have any questions or concerns regarding this matter, please contact Michelle Tedrow with DCSS Program Policy Branch at (916) 464-5883.

Sincerely,

/os/

BILL OTTERBECK  
Deputy Director

## Application for Adjudication of Claim Report – Record Types

RECORD TYPE	DESCRIPTION
Claims Administrator	The EAMS reference number, name, address, phone number of the claims administrator processing the Workers' Compensation claim.
Employer	The EAMS reference number, name, address, phone number of the injured workers' employer.
Hearing Representative	The EAMS reference number, name, address, phone number of the person appearing on behalf of the injured worker, employer, insurance company, and/or lien claimant at the Workers' Compensation Appeals Board hearing.
Injured Worker	The EAMS reference number, name, address, phone number of the injured worker.
Insurance Company	The EAMS reference number, name, address, phone number of the employer's insurer.
Joint Powers Authority	The EAMS reference number, name, address, phone number of the DWC District's Joint Powers Authority.
Law Firm	The EAMS reference number, name, address, phone number of any attorney associated to the employer, insurance company, injured worker, and lien claimant.
Lien Claimant	The EAMS reference number, name, address, phone number of any person or agency that has filed a Workers' Compensation Lien.
Medical Provider	The EAMS reference number, name, address, phone number of the person or agency providing medical services for the injured worker.
Qualified Rehabilitation Represenative (QRR)	The EAMS reference number, name, address, phone number of the injured workers' rehabilitation counselor.
Sole Practitioner	The EAMS reference number, name, address, phone number of any attorney associated to the employer, insurance company, injured worker, and lien claimant.
Third Party Administrator	The EAMS reference number, name, address, phone number of any Third Party Administrator associated to the Workers' Compensation case.
Vocational and Return to Work Counselor (VRTWC)	The EAMS reference number, name, address, phone number of the injured workers' vocational return to work counselor.

Note: Table does not include all record types but is a representative sample of the information provided by EAMS. Not all record types will be included on every report.